

Personnel Action Processing Transition Plan Comments							
Center	PG	Description-Context & Customer Comment	Status	Res.	Action Plan / Other Information / Comments	Resolution Date	Resolution
ARC	8	What is the need to put in WTTS to process an action. Until WTTS enhancement are made, --	Comp	AH	This is based on SDG and face-to-face meeting.	11/21/07	No change.
ARC	8	2.2-Schedule-Concern-During transition period there are no actions at all. Only until 1/18-actions for 2/3 must be sent to NSSC by 1/18-anything we start up until 18th we must complete-nothing for 2/3 or after.	Comp	KN	Noted.	11/21/07	No change.
ARC	14	3.0 Assumptions, Bullet 10-Centers will initiate 52 supporting documents or any methods approved by procedural guidelines-NSSC said on 10/16 that it will be out by 10/30 next month.	Comp	EC	Changed wording.	11/20/07	Updated.
ARC	16	NASA Center Responsibilities-If all actions must be sent by FedEx that will be specifically; new hire docs sent by FedEx on p. 16-most other info sent via WTTS-PD Cover Sheet must be faxed to NSSC, what about the page 5 attachment?	Comp	EC	Changed wording to add "WTTS enhancements are complete." WTTS enhancement now allows for multiple attachments, therefore PD Cover Sheet and other document can be attached.	11/21/07	Updated.
ARC	17	NASA Center Responsibilities, Bullet 5-Need 2 POCs-Mary/Desire are POCs. Need business processes to be able to comment-otherwise we don't have a the full picture. How can have comments due before the operating plan is sent out.	Comp	EC	Noted POCs. Refer to Service Delivery Guide.	11/07/07	No change.

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ARC	17	NASA Center Responsibilities, Bullet 8-Who? Does this include supervisors?	Comp	EC	Refer all inquiries regarding Personnel Action Processing to the Customer Contact Center.	11/07/07	Updated.
ARC	17	NASA Center Responsibilities, Bullet 11-What about these enhancements? Fed EX will be spendy.	Comp	EC	Removed "WTTS enhancements". Verified that multiple documents can be attached in WTTS.	11/21/07	Updated.
ARC	17	NASA Center Responsibilities, Bullet 1-Provide data fields with all special instructions in notes. What are they looking at that we are providing notes on anything out of the ordinary??? Any remarks that ARE NOT part of the norm? ARC Unique remarks.-must get to NSSC to be loaded in the database.	Comp	EC	Yes.	11/07/07	No change.
ARC	18	Competency Center Responsibilities, Bullet 1-What is the process for adding/changing route paths for new supervisors?	Comp	AH	Centers will maintain route paths for their own employees.	12/04/07	Updated.
ARC	18	Operating Agreements, Bullet 1-NSSC will be at the end of routing path. They will send it back to the last person listed in the status/view history or on the forwarding POPUP list for SPO??-only returning the errors-not that it was processed.	Comp	EC	Actions will be returned to the last person listed in the Status View History.	11/07/07	No change.

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ARC	18	Operating Agreements, Bullet 3-NSSC verifies data entered by Centers-they are only checking some Data?	Comp	EC		11/07/07	Correct.
ARC	18	Operating Agreements, Bullet 4-What if they didn't get everything-how will we know that an action needed to be moved to another effective date? We must know if they moved the effective date.	Comp	AH	NSSC will coordinate with the Center/HQ HRO to determine a new effective date.	11/07/07	No change.
ARC	18	Operating Agreements, Bullet 6-Details-new; ARC will manage NTE dates- if we don't initiate extension, the system generates a Term of Detail. Currently the are sent to SPPR and the termination action is system generated and sits in a PROC until someone sends it to you. It usually does probationary/trials two months in advance. Two pay periods is usually what a TERM of DETAIL is issued in.	Comp	EC	Include "system generated".	11/07/07	Updated.
ARC	18	Operating Agreements, Bullet 6-Must monitor all NTE dates-there must be some communication that they will do so.	Comp	EC	Include "NSSC will monitor system generated termination actions"	11/07/07	Changed wording.
ARC	18	Operating Agreements, Bullet 6-Must provide tickler report of all NTE dates and time=limited actions.	Comp	EC	Included "NTE Report will be made available by the NSSC for this purpose"	11/07/07	Updated.
ARC	18	Operating Agreements, Bullet 3-LGAP without all actions without the documentation-we must review the accuracy of this information before it is released. It's like signing a blank check.	Comp	EC	NASA's GPPA will address Center vs. NSSC roles and responsibilities.	11/07/07	No change.

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ARC	18	Operating Agreements, Bullet 5-We are losing our QA, will NSSC be responsible for errors.	Comp	EC	NSSC has incorporated an internal QA process.	11/07/07	No change.
ARC	20	6.2 Document Imaging-Documents will be scanned and distributed to HR team and OPF routed for processing. We can email, fax, FedEx, or regular mail.	Comp	EC	Please refer to Service Delivery Guide. Original wet signatures must be mailed to the NSSC.	11/07/07	No change.
ARC	21	Remedy-Who will have access to Remedy for change requests?	Comp	EC	Added "Only NSSC employees have access to the Remedy Change Management and Help Desk systems."	11/07/07	Updated.
ARC	30	Appendix E-How will the actions that need to be LGAPed by NSSC, how will they do this? Will they contact an employee regarding extension for promotion/denial of WGI? (CANNOT DO THIS-requires supervisor and HR Manager action). How will management know that these actions were initiated? will they go straight to NSSC-it must come through ARC. Will Supervisors have choice of NSSC on their route paths-NO!	Comp	EC	Appendix E has been removed from the Transition Plan and the information is included in the Service Delivery Guide. This comment is pending information regarding where denial WGIs flow in FPPS. NSSC will not contact an employee of such an action. It is the responsibility of the Center to initiate such actions.	12/04/07	Updated.
ARC	30	Appendix E-Some actions are LGAPed by NSSC, some by Centers, see the Chart. What happens if NSSC issues a correction action and LGAPs it? No ENCG or PNCG - NSSC is now responsible for Data Quality.	Comp	EC	Appendix E has been removed from the Transition Plan and the information is included in the Service Delivery Guide. Corrections are LGAPed at NSSC.	11/07/07	Updated.

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ARC		Getting paperwork to NSSC-two options, attachment in wits or send electronic	Comp	AH	Please refer to the Service Delivery Guide. Original wet signatures must be mailed to NSSC.	11/07/07	No change.
ARC		How do we LGAP an appointment when we don't have all the paper work.	Comp	AH	All paper work is not necessary to start the action, just name, SSN, NOA, Legal Authority and effective date, salary. Refer to the NASA GPPA for additional information.	11/07/07	No change.
ARC		EODs-there are 3 days to get paperwork to NSSC-15 days for all actions (Cannot locate statement in Transition plan)	Comp			11/07/07	Refer to SDG posted on Customer Service website.
ARC		How will we know that an action is completed? Go to TRAC-and if it complete then it is done. No ENCG-no PNCG.?	Comp	EC	TRAC is the preferred method to verify an action is complete.	11/07/07	No change.
ARC		If we send something 12 days later, will they move the effective date?	Comp	EC	Added, "NSSC will coordinate with the Center/HQ HRO to determine a new effective date."	11/07/07	Updated.
ARC		Is DOI going to stop all center from RLUP authority?	Comp	AH	No Center Security POCs will remove RLUP access.	11/07/07	No change.
ARC		Send everything at one time instead of piecemeal. (keep copies of all things)	Comp			11/07/07	Noted.
ARC		We should figure out the NSSC standard than determine what ARC will make it work.	Comp		Please refer to Service Delivery Guide.	11/20/07	No change.
ARC		What LWOP NTE dates?	Comp	EC	Any LWOP actions other than those for military.	11/21/07	No change.

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ARC		Will centers lose their ENCG, PNCG, and RLUP authority? Will it be revoked from then in FPPS?	Comp	AH	Yes.	11/21/07	No change.
GRC	23	Appendix A-LGAP meaning currently reads approving the SF-52 action. Customer suggests to read, "legal approval process for approving SF-50s".	Comp	EC	Changed.	11/20/07	Updated.
GSFC	6	2.1-NSSC Liaisons would do Center Level communication and change management to facilitate transition. Do we know more of what that looks like.	Comp	EC	Referenced in the Communication Plan.	11/20/07	No change.
GSFC	21	6.3-I recommend that Remedy be available for HR Specialists at each center to submit queries. In my experience working with a DoD agency, the HR specialists used it to submit queries for payroll issues to DFAS. It is easy to access and use and it let the person submitting the query know the status of who was working the action and where the query was in the process.	Comp	EC	Comment noted. Remedy is internal to NSSC.	11/07/07	No change.
GSFC	22	7.0-Wondering if turnover rate was considered? Sometimes the processing position can have high turnover and the work can't stop being done so it could be a problem if you don't have replacements.	Comp	EC	Noted and considered in staffing the organization.	11/21/07	No change.
GSFC	27	Appendix C - Training Plan - What is the time frame associated with each Phase of OJT before they are tested and declared proficient/competent?	Comp	EC	Appendix C revised. This is an internal QA measure.	11/07/07	Updated.

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GSFC	27	Appendix C-Four days is not a lot to consider someone competent-makes me scared.	Comp	EC	Appendix C revised. Training is ongoing and has included a pilot to provide experiential opportunity.	11/21/07	Updated.
GSFC	30	Appendix E - Legal Approval of Actions - I have an issue with Change in Vet Pref for RIF being LGAPed by NSSC. In some cases, there requires a bit of research, experience and interpretation required in the decision making process for this NOAC.	Comp	EC	NSSC staff has been trained to update and process these types of actions.	11/07/07	No change.
HQ	5	Scope-"The NSSC Service Provider, with support from the Centers' HRO processes all personnel actions...". Will the Service Delivery Guide provide a firm definition of what "processes" means so it is clear to all parties? The processing of an action involves multiple steps and as the plan goes into more detail, it is clear that the HROs will still be responsible for a piece of what is traditionally called "processing." This definition would help clarify the amount of Center HRO work that is really transitioning to the NSSC.	Comp	KN	Refer to SDG, which includes roles and responsibilities.	11/07/07	No change.
HQ	6	Personnel Action Processing and Related Records-What is meant by Senior Executive Service (SES) data? Why is this being singled out? Are SES actions being treated differently than any other actions?	Comp		It is spelled out in this way to maintain consistency with NSSC Contract NNX05AA01C.	11/07/07	No change.

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HQ	6	Scope-"Non SF-52 data (e.g. data element changes, insurance, etc)" Is there a definitive list of what all the non SF 52 data is? If not, can such a list be compiled?	Comp		Any change to an employee's data that does not generate an SF 50.	11/07/07	No change.
HQ	6	Scope-Non-OPF data (e.g. data not recorded on SF-50 – Group Action Request Lists and awards. Aren't awards within NAAS? Please specify all non-OPF data for clarity.	Comp		Please see the GPPA. Awards are processed in NAAS.	11/07/07	No change.
HQ	6	Scope-States that a transition plan and service delivery guide were developed previously so OPF recordkeeping is not included as part of this transition plan. We believe this information be cross referenced with a link of some kind for easy access. We believe it would be extremely beneficial for the NSSC and the Center HROs if the NSSC would integrate/coordinate all transitions that are so closely related and have impacts one on the other (e.g., e-OPF, Personnel Action Processing and Transition of Benefits). HQ suggests that a matrix be established that correlates the retirement/benefits, personnel action processing and e-OPF transitions so we can clearly see timeframes, commitments, roles and responsibilities, team membership, telephone conference calls, VITs, ORRs, etc.	Comp	EC	Noted.	11/07/07	No change.

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HQ	6	Scope-States that the NSSC (SP) will provide copies of records upon request from NASA's Centers. Does this include anyone at the Center, including the employee, Admin Points of Contact, etc?	Comp	EC	Sentence removed. Centers have eOPF access to print copies as needed.	11/20/07	Updated.
HQ	6	Scope-The information in the box includes statements that we questioned above, but doesn't include non SF 52 data as previously stated. Is there a reason for this? Listing should be consistent and any responses need to be incorporated here.	Comp	KN	Changed SF 52 to SF 50.	11/07/07	Updated.
HQ	8	2.2 Schedule-HQ HRMD very much disagrees with the timefrARC NSSC/OHCM is proposing that require paperwork to be received by NSSC the Friday before the pay period before the effective date of the action. This is particularly true when the Plan goes into more detail about the Center HRO's responsibilities to basically do all the coding still at the Center. Also at HQ a number of actions for high level staff with critical mission needs are not received currently within these timefrARC. While other Centers may have success at gaining managers support for these timefrARC, it will be extremely difficult for HQ to succeed in a number of cases. (I think we need to raise this concern with OHCM not the NSSC)	Comp	KN	OHCM has mandated the Friday before 1 week before the effective date.	11/20/07	Updated.

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HQ	8	2.2 Schedule-This schedule does not correlate to that of the retirement/benefits transition. It has not been made clear that there will be a gap between the NSSC picking up retirement package processing and the processing of the retirement action. It is very possible that the NSSC may do all the paperwork for an employee's retirement and then send all the information back to the Center for processing prior to an effective date of 2/3/07. Is it possible for the NSSC to develop a similar phasing for retirement processing so these processes are on the same schedule. If not, it will make for a very confusing period between January 6 (the effective date of the retirement transition) and the staggered processing dates.	Comp	KN	All new Benefits actions will be processed by the NSSC after the January 6, 2008 transition.	11/20/07	No change.
HQ	9	2.2 Schedule-Staffing numbers. Are these dedicated resources or are some of these folks also going to be working in benefits/retirement? Please clarify that these staff numbers are totally dedicated to processing personnel actions or, if not, what percentage of time will they be focused on each type of activity they are responsible for.	Comp	EC	These resources are dedicated to PAP and Record Keeping.	11/21/07	No change.

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HQ	9	2.3 Organization and Staffing, Bullet 5- This is not clear. Recommend adding examples of agency unique actions.	Comp	EC	Added, "e.g., 900 NOACs."	11/07/07	Updated.
HQ	10	2.5 Communications Strategy Chart- Center representatives have been having telecons weekly beginning October 2007. HQ HRMD is not aware of these calls and need to have a full schedule to make sure we are represented	Comp	EC	These telecons began on 11/16/07. E-mail notification announcing the telecon is sent by the NSSC to the Centers. We will ensure that HQ is on the distribution list.	11/07/07	No change.
HQ	10	2.5 Communications Strategy Chart- NSSC Liaisons have been having face to face meetings since September 2007. Does this mean they are supposed to be meeting with their respective HR representatives or is this meant to reflect that the NSSC has weekly and face-to-face meetings with the Liaisons? Not clear	Comp	EC	Liaisons currently meet with the HR Representatives as needed.	11/21/07	No Change.
HQ	13	2.10 Lessons Learned- NSSC should share specific lessons learned with Cente representatives so all can learn. Suggest that these be dispositioned in some fashion and shared with the group.	Comp	EC	Lessons learned are highlighted in the ORR presentation.	11/07/07	No change.

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HQ	13	2.7 Processes and Procedures-An overview of processes and procedures are described in the SGRD. Where is this and when can we expect to review it? Very difficult to respond to this plan without seeing the guide as well.	Comp	EC	The Service Delivery Guide can be found by logging into the NSSC site at https://www.nssc.nasa.gov/portal/site/customerservice . From the main screen, click the Human Resources link. Log into the Community. Click the Personnel Action Processing tab. The SDG link is located under the References heading.	11/07/07	No change.
HQ	13	2.8 Records Management-For non-SF-50, back up documents will be mailed or emailed..." Need to correlate complete listing of nonSF50 actions. Does this include realignments, for example? Can documents be scanned and sent electronically, eliminating the need for scanning on the other end?	Comp	EC	Realignment spreadsheets can be sent to the NSSC electronically. Wet signature documents must be mailed. Other documents may be faxed, mailed, or e-mailed as outlined in the Transition Plan. Updated to include fax capability.	11/07/07	Updated.
HQ	13	2.8 Records Management-Many Center HR staff has not been involved in previous transitions, so may not be familiar with the Tech Doc, Remedy or other NSSC processes. Time should be taken on an upcoming call to familiarize Center staff on the NSSC processes.	Comp	EC	Noted. This will be included as an agenda item on the next telecon.	11/07/07	No change.

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HQ	13	2.8 Records Management-Request for Personnel Action will be received electronically through FPPS. Who is expected to generate them? The HRO? Center Administrative Points of Contact? Originating organizations themselves? Who is setting up the routing path?	Comp	EC	Actions will be generated in the same manner they are currently. Centers are responsible for maintaining routing paths.	11/07/07	No change.
HQ	14	2.10 Lessons Learned-WTTS is not an "option", encourage is not the optimum word here.	Comp	KN	Changed wording.	11/21/07	Updated.
HQ	14	3.0 Assumptions, Bullet 10-Center HROs don't usually initiate the SF-52, the organization does. Another word should be used such as forwarding. This also mentions procedural guidelines. Where are those currently or they being developed?	Comp	EC	Language changed to refer to Service Delivery Guide for methods of forwarding documentation. We removed HROs from the statement and kept Centers to include everyone.	11/07/07	Updated.
HQ	14	3.0 Assumptions, Bullet 2-Is "POC" the same as "Center Rep"? Be consistent with terminology.	Comp	EC	Not always the same person.	11/21/07	No change.
HQ	14	3.0 Assumptions, Bullet 5-For PDM documentation, can the Centers send an email/scanned copy or does it have to be a hard copy?	Comp	EC	The PDM should be attached in WTTS. Statement updated to include, "or may be e-mailed from the PDM system."	11/07/07	Updated.
HQ	14	3.0 Assumptions, Bullet 5-Why not? Faxing the PD Cover Sheet does not seem very efficient.	Comp	EC	Cover sheets can be e-mailed directly from the PDM system.	11/21/07	Updated.

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HQ	15	4.0 Transition Plan, Item 16-Develop and promulgate Service Delivery Guide for Comment – October. This has not happened so a new date should be incorporated here.	Comp	EC	Noted.	11/21/07	Updated.
HQ	15	4.0 Transition Plan, Item 20- All plans (transition, communication, SDG) final and posted - Oct. 31. This also has not happened so a new date should be incorporated here.	Comp	EC	Noted.	11/21/07	Updated.
HQ	15	4.0 Transition Plan, Item 24-Preliminary Operational Readiness Review – November 29 – this gives very little time for Center HROs to review all guides and get ready, particularly since the above dates have already slipped significantly.	Comp	EC	Noted.	11/07/07	No change.

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HQ	15	<p>Bullet 1-Delays in receipt of information will delay the effective date of actions. While getting timely actions should be a goal, delaying effective dates if actions aren't received 15 days (10 business) prior to the effective date is unreasonable. If the NSSC were completing all the paperwork this might be acceptable, but for the Center HRO to meet this deadline, the paperwork will need to be completed and input at the center level far in advance of this date. The NSSC is role is limited to releasing the action so why does it take a full pay period to do this? Also there should be some prioritizing of actions so that those impacting pay or entering on duty would be given priority vs. those that may have lesser impact. Close coordination and communication with Center HRO, the particular staffing specialist and even the HR Director will be needed in any case in danger of slippage. We can provide many examples of situations here in HQ where the paperwork has been received last minute and we are required to "make it happen".</p> <p>bullet 1</p>	Comp	EC	OHCM has mandated the Friday before 1 week before the effective	11/07/07	Updated.

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HQ	16	4.0 Transition Plan, Item 3-Centers identify all pipeline actions – December 16. HQ is not transitioning until February, so why would we need to identify pipeline actions so early? How would NSSC expect them to be identified? WTTS? This needs more thinking and a clear approach closer to the actual Center transition date.	Comp	EC	Changed dates to accommodate phases.	11/07/07	Updated.
HQ	16	4.0 Transition Plan, Milestones-These dates are confusing? For Phase I NSSC begins receiving documents on January 4 for January 20 effective date. I would recommend using the January 4 date and Phase II Jan 18; Phase III Feb 1; and Phase IV Feb 15.	Comp	EC	Dates corrected.	11/07/07	Updated.
HQ	16	NSSC HR Responsibilities, last bullet-April 2007/September 2007 – developing process flows and quality measures. What is the status of these process flows and measures? When can Centers expect to see and comment on them?	Comp	EC	Process flows may be found in the Service Delivery Guide.	11/07/07	No change.
HQ	16	OHCM Responsibilities, Bullet 6-Establishing a team to develop a standardized “offer letter”. Has this been done yet? Who is on the team and what timeframe are they under? Are all Centers expected to use the same offer letter? Who will send it out? If the Center sends it out, why do we need a standardized letter since each Center has its own welcome according to its culture?	Comp	EC	At face-to-face meeting, it was decided that no formal offer letter will be developed. OHCM will develop specific requirements to be placed in the letter. Information has been forwarded to OHCM and changes made to WTTS.	11/07/07	No change.

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HQ	16	OHCM Responsibilities, Bullet 1-NSSC is being delegated the authority to LGAP and RLUP Requests for Personnel Actions. Will Centers retain authority to RLUP or even LGAP in specific, critical situations?	Comp	EC	Centers retain LGAP approval. All RLUP will be completed at NSSC.	11/21/07	No change.
HQ	17	Bullet 4-January 2007/October 2007 – developing all the guides. This is significantly behind schedule and is putting an undue burden on Center HROs since we are already involved with Retirement/Benefits and EOPF transition.	Comp	EC	Desk guides were developed during the offsite meeting. No further review is required by the Centers. Centers have commented on the Communication and Transition Plans, as well as the Service Delivery Guide. Changed October to November.	11/07/07	Updated.
HQ	17	Bullet 5-Establishing a process to expedite actions. What is the status of this – Centers need to closely review and approve.	Comp	EC	Expedited process has been completed and incorporated into the Service Delivery Guide.	11/07/07	No change.
HQ	17	NASA Center Responsibilities, Bullet 10- Not sure what "available" means?	Comp	KN	Changed language based on comment.	11/20/07	Updated.
HQ	17	NASA Center Responsibilities, Bullet 8- Recommend stronger language, i.e. Completing data input into WTTS in a timely manner.	Comp	KN	Changed.	11/20/07	Updated.

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HQ	17	NASA Center Responsibilities, Bullet 5-Is this the same as "Center Rep"?	Comp	EC	No. The Center Reps are not the same as POCs.	11/21/07	No change.
HQ	17	NASA Center Responsibility, Bullet 10-January 2008/April 2008 – Center HROs are available to provide feedback to NSSC....Will this be done on a regular basis through scheduled conference calls? What happens on the 5th pay period after the transfer? What if we have questions, concerns, feedback then? What will be the process to contact NSSC? Through the Center Liaison?	Comp	EC	Changed statement to, "Providing feedback to the NSSC through stabilization." NSSC will continue to need feedback and answer questions after transition. This will be an ongoing process that will assist in the successful transition of this activity to the NSSC.	11/07/07	Updated.
HQ	17	NASA Center Responsibility, Bullet 11-Hard copy New Hire documents are forwarded by FedEx until WTTs enhancements are implemented. How is this different from what is done now? If no change, should say so. If a change that will go on indefinitely, this will increase Center costs for FedEx charges. How will this be captured in terms of efficiencies gained by transitioning to NSSC? Can documents be scanned or emails? Is NSSC providing a cover sheet for transmittal of documents so the person receiving them knows what they are and what to do with them? Should we send actions daily as they are completed or wait until the Friday due date?	Comp	EC	Updated bullet based on comment.	11/07/07	Updated.

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HQ	17	NASA Center Responsibility, Bullet 1- Providing NSSC with name, SSN, NOA and legal authority code and providing instructions in the notes field. Is this the only data that the Centers are expected to provide? HQ suggests that a sample SF52 be marked up to clearly show which fields the Center HROs are responsible for and which the NSSC will complete so all can clearly see and understand who is responsible for what. bullet 1	Comp	EC	Yes. The Notes field will include the certificate issued, the announcement number, and other pertinent information. Refer to the Service Delivery Guide for additional information.	11/07/07	No change.

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HQ	17	NASA Center Responsibility, Bullet 7- Referring questions on Personnel Action Processing to the NSSC CCC. Who will be authorized to call? Is the expectation that the HR Specialist responsible for a specific action will need to go through the CCC for a response? If the CCC is to be the main point of contact there we would like for specific conversations on a conference call to discuss how this will work, timeliness of call, call back, quality of response and all the other issues involved in answering questions. Center HROs will be the face to the managers and saying we have a call into a call center when you are dealing with an Associate Administrator's action is not acceptable. Is the Center HRO expected to be an interface with all inquiries from a Center on an action or are we supposed to refer all inquiries to the NSSC? Will there be some kind of automated status report that HROs can refer to in determining current status, next steps, etc?	Comp	EC	Yes. All inquiries will be routed to the CCC. Centers may request to speak directly with the NSSC PAP Team.	11/21/07	No change.
HQ	17	NASA Center Responsibility, Bullet 9- September/November 2007. HROs will provide a listing of outstanding problems....How is this different than commenting on each of the plans/guides as they are shared and openly discussing issues on conference calls and in meetings?	Comp	EC	There is no difference. Issues have been identified and discussed in weekly telecons. Updated November to December.	11/07/07	Updated.

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HQ	18	NASA Center Responsibility, Bullet 2- NASA Centers will continue processing actions with an effective date prior to the Center's implementation date. How does these impact retirements which are transitioning January 6? The two should be coordinated.	Comp	EC	If the retirement is before implementation date, then the HRO will continue with that retirement. All new Benefits actions will be processed by the NSSC after the January 6, 2008 transition.	11/07/07	No change.
HQ	18	NASA Center Responsibility, Bullet 3- HROs continue to maintain the authority for approving the action (LGAP). Is this the only authority HROs retain? What about emergency processing? The HROs should continue for a period of time to retain all authorities.	Comp	EC	HROs will maintain LGAP for certain actions. All actions will be completed (RLUP) at NSSC. Centers will maintain authorities (ENCG, PNCG, and RLUP) until their transition effective date.	11/21/07	No change.
HQ	18	Operating Agreement, Bullet 5-NSSC will initiate and LGAP all correction actions and will keep an audit trail.... How would this work? Will this impact charges?	Comp	EC	NSSC will track corrections through the Remedy work tracking system. Centers will be charged for non-NSSC correction actions.	11/07/07	No change.
HQ	18	Operating Agreements, Bullet 3-For Center LGAPs actions, NSSC will verify the accuracy of the data entered by the Centers, except for specified areas. Remarks are not included here so does that mean that NSSC will add remarks appropriate for the type of action? If this is a complete list, should state this. What if the NSSC feels that data is inaccurate? What is the process for contacting the Center or do they have the authority to override? Is there an additional cost to the Center for late actions?	Comp	EC	NSSC will add remarks appropriate for the type of action. NSSC will contact the HRO and discuss the information before any charge occurs. There will be no additional cost for late actions in FY 2008.	11/07/07	No change.

Center	PG	Description-Context & Customer Comment	Status	Res.	Action Plan / Other Information / Comments	Resolution Date	Resolution
HQ	18	Operating Agreements, Bullet 4-If dates are slipped the NSSC will notify the Center HRO. Who exactly will be notified, how soon and what is this process? Is there an appeal process? Can the Center process actions in these situations? Is there an exception policy? If so, what is it?	Comp	EC	NSSC will coordinate with the HRO and Specialists to determine a new effective date. Centers will not be able to process actions. An expedited process has been established and can be referenced in the Service Delivery Guide.	11/07/07	No change.
HQ	18	Operating Agreements, Bullet 6-NTE actions. NSSC will process termination actions if Center doesn't initiate an extension. Should say that the NSSC will initiate and process termination action	Comp	EC	Changed language based on comment.	11/07/07	Updated.
HQ	19	6.1 Customer Contact Center-All contact with the NSSC is handled through the Customer Contact Center. Does this apply to HR Specialist and HROs as well? Is there a contact person dedicated to each Center? HR staffs must be able to contact the appropriate person directly and quickly. This will be particularly critical during the initial period after transition when the HROs will be interfacing with managers and the NSSC.	Comp	EC	Yes. All inquiries will be routed to the CCC. Centers may request to speak directly with the NSSC PAP Team.	11/07/07	No change.

Center	PG	Description-Context & Customer Comment	Status	Res.	Action Plan / Other Information / Comments	Resolution Date	Resolution
HQ	19	6.1 Customer Contact Center-In the middle of this paragraph is a reference to benefits processing service delivery. This looks like it came from another plan and should be eliminated. Several sentences at the end also are lifted from the retirement/benefits plan and should be updated to specifically address contacts by HRO staff with the NSSC.	Comp	EC	Changed language based on comment.	11/07/07	Updated.
HQ	19	6.1 Customer Contact Center-Why is Benefits Processing Service Delivery referenced here?	Comp	KN	Removed.	11/21/07	Updated.
HQ	19	6.1 Customer Contact Center-Does this (area) include record keeping knowledge too?	Comp	EC	Yes. All inquiries will be routed to the CCC.	11/21/07	No change.
HQ	19	6.2 Document Imaging-Mail: any payments should be mailed to the NSSC by check..... This also looks cut and pasted from the benefits/retirement plan. Care should be taken to include appropriate information on how the HROs should send related documents to the NSSC.	Comp	EC	Deleted statement here and information can be referenced in the Benefits Processing Service Delivery Guide.	11/07/07	Updated.
HQ	20	6.2 Document Imaging-Human Resources: Sent as attachments to the HR: What does this mean? Looks like part of a sentence.	Comp	EC	Removed Human Resources statement.	11/20/07	Updated.
HQ	20	6.2 Document Imaging-Reference to hard copy OPFs. Is the NSSC responsible for requesting OPFs for incoming transferring employees and arranging for scanning?	Comp	EC	The eOPF team is responsible for the transfer and scanning of hard copy OPFs. Refer to the eOPF Service Delivery Guide for additional information.	11/07/07	No change.

Center	PG	Description-Context & Customer Comment	Status	Res.	Action Plan / Other Information / Comments	Resolution Date	Resolution
HQ	22	7.0 Risks-Some mention should be included here on the risk to mission and employees on slippage of actions due to late submission. The timefrARC proposed by this document will have consequences that are not captured here.	Comp	EC	Noted. The expedited process can be referenced in the Service Delivery Guide.	11/07/07	No change.
HQ	27	Appendix C-Training Plan-Included in the training are benefits, determining veterans' preference, service computation dates, and GRB software. Is the staff doing processing work also being used for retirement and benefits processing. This should be made clear so that it doesn't look like each staff is dedicated to a function. It is misleading and numbers of staff should accurately reflect how much time is being spent on which functions). Also what feedback mechanism will be put in place so that the Center HROs can have input into the quality, accuracy and timeliness of staff performance and level and adequacy of training?	Comp	EC	NSSC has internal QA measures in place. Feedback from the Centers will be ongoing as the NSSC continues process improvement.	11/07/07	No change.

Center	PG	Description-Context & Customer Comment	Status	Res.	Action Plan / Other Information / Comments	Resolution Date	Resolution
HQ	28	Appendix D-Communication Plan-HQ has commented on this related to Benefits/Retirement transition and earlier in this document. It is important to have a comprehensive communication plan for all activities transitioning to the NSSC as well as have the Center Liaisons develop one tailored to their particular Center's communication vehicles and culture. HQ submitted this suggestion previously and did not hear anything back so we offer it again here	Comp	EC	Noted.	11/07/07	No change.
JSC	8	2.2 Schedule-Phase III should be "actions with an effective date prior to February 17, 2008..."	Comp	KN	Updated.	11/20/07	Changed.
JSC	15	4.0-Milestone schedule...shouldn't the completion dates be in order?	Comp	KN	Updated.	11/20/07	Changed.
JSC	20	6.2- Document Imaging-Have the centers been asked to provide a POC for mailing performance files to?	Comp	EC	Sent out in data call.	11/07/07	No change.
JSC	28	Appendix D-NSSC Liaison are internal to NSSC.	Comp	EC	Removed from Transition Plan. Refer to the Service Delivery Guide.	11/07/07	Updated.
JSC	30	Appendix E-Legal Approval of Actions-Add 130 & 570 to Center LGAP.	Comp	EC	Removed from Transition Plan. Refer to the Service Delivery Guide.	11/21/07	Updated.
KSC	19	On Section 5.0 Checklists job aids-what about Career Tenure (for coops with excessive LWOP) and WIGS (sometimes the WIG has to be recalculated due to excessive LWOP) job aids.	Comp	KN	The Transition Plan does not include a complete list of job aids.	11/21/07	No change.

Center	PG	Description-Context & Customer Comment	Status	Res.	Action Plan / Other Information / Comments	Resolution Date	Resolution
LARC	6	Personnel Action Processing and Related Records-What is a (GARL)?	Comp	EC	Acronym description included.	11/07/07	Updated.
LARC	8	2.2 Schedule Chart-Paperwork due to the NSSC is the Friday before one pay period in advance of the effective date. This is more than one week earlier than our internal processing procedures at Langley. We recommend that the paperwork due to NSSC be the first Wednesday of the pay period before the effective date.	Comp	KN	Changed.	11/20/07	Updated.
LARC	10	2.5 Communication Strategy-Center Representatives-Telecons-Weekly beginning October 2007. Are telecons currently being held? I am the Center Rep and have not been informed of telecons.	Comp	EC	The face-to-face meetings accomplish many of the pending issues. Telecons began on November 16, 2007.	11/07/07	No change.
LARC	16	Responsibilities and Operating Agreements, Bullet 5-Delaying all appointments, transfers, and re-instatements until the second pay period of the new year, after the pay adjustments have been processed. Does this mean no new appointment will be processed during the pay adjustment pay period? Please advise on policy for bringing on a critical hire.	Comp	EC	Due to down time in FPPS, we encourage Centers not to set effective dates until the pay period following pay adjustment. If critical hire, NSSC will work with HRO.	11/07/07	No change.
LARC	30	Appendix E-Legal Approval of Actions-We process actions for 893 Within-Range Increase on Reg Cycle; and 929 Change in Organization Description. Suggest adding to NOACs & NSSC LGAPs Action.	Comp	EC	Removed from Transition Plan. Refer to the Service Delivery Guide for LGAP matrix.	11/28/07	Updated.

Center	PG	Description-Context & Customer Comment	Status	Res.	Action Plan / Other Information / Comments	Resolution Date	Resolution
MSFC	18	Under Operating Agreements a bullet states " Late actions will not be back dated unless allowed by OPM regulations. If an action cannot be processed as desired due to late submission, the effective date of the action will be slipped to the next pay period and NSSC will so notify the Center HRO. Centers will work with customers on submitting actions timely".	Comp	EC	Noted.	11/07/07	No change.
MSFC	14 to 17	(p. 14-Assumptions, Bullet 1; p. 16-NASA Center Resp, Bullet 9; p. 17-Op Agrmt, Bullet 4.) Actions have to be submitted a full pay period prior to the effective date. We always work with our customers to submit actions timely. However, my concern is that there will be exceptions. This happens from time to time, at all Centers. The way this Transition Plan is document, the effective date is all in the hands of the NSSC. If my Center Director comes in and says, "This has to be effective this week", I have no control, the Center HRO cannot be responsive to him. (see continuation)	Comp	EC	OHCM has mandated the Friday prior to one week before the effective date. Refer to the expedited process in the Service Delivery Guide.	11/07/07	No change.

Center	PG	Description-Context & Customer Comment	Status	Res.	Action Plan / Other Information / Comments	Resolution Date	Resolution
MSFC	14 to 17	(cont.) There needs to be some language that provides for exceptions. On a more routine basis, we WILL have a problem with new hires. When we hire someone, especially when they are moving to Huntsville, they don't always have a house with a local address for their direct deposit and tax forms a pay period ahead of the effective date. If the NSSC slips the effective date, it can adversely affect the new hire as they may be out of a job and income for that 2 weeks. As a result, MSFC wants to partner with the NSSC and strongly recommends: Centers notify NSSC when exceptions to the "one pay period in advance for all personnel actions" are necessary and the Center HRO and NSSC HR agree on an effective date. This is necessary for us, both the Center HRO and the NSSC HR, to be responsive and viewed as an effective support organization. This is very important to us.					
OHCM	5	Scope-Projected to be completed on _____	Comp	EC	Added, "is projected to be completed on March 2, 2008."	10/29/07	Updated.
OHCM	8	2.2 Schedule-The IG isn't going with us. They are going to continue to process their own actions.	Comp		Changed	11/07/07	Updated.
OHCM	8	2.2 Schedule-Dates of implementation	Comp	EC	Corrected dates.	11/07/07	Updated.
OHCM	9	2.3 Organization and Staffing-What does ROFR stand for?	Comp		Right of First Refusal. Statement removed.	11/07/07	Updated.

Center	PG	Description-Context & Customer Comment	Status	Res.	Action Plan / Other Information / Comments	Resolution Date	Resolution
OHCM	9	2.3-Organization and Staffing-Were they hired? If so, we should probably update this sentence.	Comp		Staffing numbers updated.	10/29/07	Updated.
OHCM	9	2.4-Training and Qualified Personnel-When will the walkthrough take place? Will the SP be going to each Center like they are for benefits? Do you have a schedule?	Comp	EC	At the face-to-face meeting in September, Centers were invited to visit NSSC during the transition.	10/29/07	No change.
OHCM	12	2.7-Processes and Procedures-I thought we covered all actions.	Comp	EC	The most currently used NOAs were address in Face to Face meetings.	10/29/07	No change.
OHCM	12	non-SF-50 vs. non-SF-52 actions	Comp	EC	Changed SF 52 to SF 50.	11/07/07	Updated.
OHCM	13	3.0 Assumptions-What about SES? Didn't we say that the HRO would also LGAP those? Are there any others that weren't mentioned here?	Comp		SES actions are LGAPed at the Centers. Refer to Service Delivery Guide for LGAP matrix.	10/29/07	No change.
OHCM	13	3.0 Assumptions, Bullet 7-Why? If there is a problem with an action, effective date prior to cut over, why does it have to be completed before the center can transfer? Not that it shouldn't be, but I can see an issue with something that the HRO is waiting for some information from an employee to continue to process, and that's going to hold up the whole transition. Is there some system constrain that makes this needed?	Comp		NSSC will work with the centers for those actions that are in the pipeline.	10/29/07	No change.
OHCM	14	3.0 Assumptions, Bullet 10-Not on all action types. Benefits for example should be initiated by the NSSC... And I think there were others. There are also actions that will be system generated.	Comp		This is a true statement and requires no changes to the document. Refer to the Service Delivery Guide for RLUP matrix.	10/29/07	No change.

Center	PG	Description-Context & Customer Comment	Status	Res.	Action Plan / Other Information / Comments	Resolution Date	Resolution
OHCM	14	3.0 Assumptions, Bullet 9-OHCM will also delegate authority for LGAP for the actions that the NSSC can LGAP.	Comp		Correct. Refer to Service Delivery Guide for LGAP matrix.	10/29/07	No change.
OHCM	14	3.0 Assumptions, Bullet 1-This may not be true. Especially in the case of career ladder promotions.	Comp	EC	Delays in receipt of information may delay the processing of personnel actions.	11/21/07	Updated.
OHCM	14	4.0 Transition Plan-Determine Remedy Requirements-Was this done? If there a reason its out of order?	Comp	EC	No reason that it is out of order. Date has been changed to 9/30/07. Remedy is in production.	10/29/07	Updated.
OHCM	15	OHCM Responsibilities, Bullet 3- No. This is the comp Ctr.	Comp	AH	Removed from OHCM and placed this responsibility in the Competency Center responsibilities.	11/07/07	Updated.
OHCM	15	OHCM Responsibilities, Bullet 4-Please change the language. OHCM will not be insuring that the Center and the NSSC come to agreement. We will be considering the facts of the issue and making a decision.	Comp	AH	This is very important when SF disagrees with Center on NOA/Legal Authority. Language changed based on comment.	11/07/07	Updated.
OHCM	15	OHCM Responsibilities, Bullet 5-I think this is standard operating procedures issued by DOI. If not, please let me know if we need to put something out.	Comp		This is mandatory from DOI.	10/29/07	No change.
OHCM	15	OHCM Responsibilities, Bullet 6-A standard offer letter is not going to be developed. Instead, we are going to require specific information be in the offer letter.	Comp		Information has been forwarded to OHCM and changes made to WTTS. Changed statement to require specific information be placed in offer letter.	10/26/07	Updated.

Center	PG	Description-Context & Customer Comment	Status	Res.	Action Plan / Other Information / Comments	Resolution Date	Resolution
OHCM	15	OHCM Responsibilities, Bullet 8-The NSSC needs to define what information they need in WTTS. OHCM will then make it mandatory for that information to be input into WTTS.	Comp	AH	Information has been forwarded to OHCM and changes made to WTTS.	11/07/07	No change.
OHCM	16	NASA Center Responsibilities, Bullet 1- Not always.	Comp	AH	Language change based on comment.	11/07/07	Updated.
OHCM	16	NASA Center Responsibilities, Bullet 6- What are you referring to here?	Comp	EC	Referring to new business processes.	11/07/07	No change.
OHCM	16	NSSC HR Responsibilities, Bullet 7-I thought this was determined at the off site.	Comp	EC	Yes. An expedited process has been defined and is in the Service Delivery Guide.	10/29/07	No change.
OHCM	18	5.0 Checklists, Bullet 5-Why would you be reviewing pay determinations? Isn't this the responsibility of the Center HRO?	Comp	EC	Yes. Pay determinations are the responsibility of the Centers. NSSC will verify for obvious errors.	11/20/07	No Change.
OHCM	18	Operating Agreements-Delete "effective date of the action will be slipped to the next pay period and NSSC will so notify the Center HRO"	Comp	AH	Changed work to coordinate.	10/29/07	Updated.
SSC	14	3.0, Bullet 6-Who is the SPO?	Comp	EC	Servicing Personnel Office. Included the spell out in the document. The SPO will not change at the Center.	11/20/07	No change.
SSC	18	Operating Agreements, Bullet 3-What will the NSSC be verifying?	Comp	EC	All data input not required by the Center as stated in the Service Delivery Guide.	11/07/07	No change.
SSC	19	6.0 Technical-Does this paragraph mean we have to contact the CCC for all FPPS questions or can we contact our NSSC POC for questions? This process makes sense for employees to contact the CCC for all questions, but I would think that the Centers HRO could contact the NSSC POC anytime directly.	Comp	EC	Yes. All inquiries will be routed to the CCC. Centers may request to speak directly with the NSSC PAP Team.	11/07/07	No change.

Center	PG	Description-Context & Customer Comment	Status	Res.	Action Plan / Other Information / Comments	Resolution Date	Resolution
SSC	19	Why would NSSC e reviewing pay determination? Isn't this the resp of the Center HRO?	Comp	EC	Yes. Pay determinations are the responsibility of the Centers. NSSC will verify for obvious errors.	11/07/07	No change.
SSC	27	Appendix C- Seems like an aggressive training schedule. I would have thought we would train first, and then let them put the training into practice before we move directly into the next training session.	Comp	EC	Noted.	11/21/07	No change.
SSC	27	Appendix C-What is quick pay?	Comp	EC	Removed Quick pay.	11/21/07	Updated.
SSC		Recommend we require the Centers to do a process walkthrough. This ensures buy in to the process.	Comp	EC	At the face-to-face meeting in September, Centers were invited to visit NSSC during the transition.	11/07/07	No change.